Supporting Champions for Cross-System Collaboration in Trauma Informed Care

January 22, 2015

2nd webinar in our 3 part trauma series
“Promoting a Trauma-Informed Approach in Both Policy and Practice.”
Facilitator: Sherry Peters, MSW, ACSW
Senior Policy Associate

Polling: Who Is Participating Today?
Focus for Today’s Webinar

- **State and local leadership** in promoting **collaborative efforts** in **policy and practice changes** for whole **systems** to become more **trauma-informed**.

- **Indiana** will highlight
  - "Change Team" initiatives

- Team from **Virginia** will highlight
  - successful **Richmond "Trauma Informed Community Network"**
  - beginning effort to build **statewide capacity** for **policy and practice change across child-serving systems**.

**LINKS TO THE TOOL:**
http://gucchdtacenter.georgetown.edu/TraumaInformedCare/
or http://trauma.jbsinternational.com/traumatool
One Community One Family

Southeastern Indiana’s Trauma Informed Journey

Brenda Konradi
Director
One Community One Family, Inc.
Batesville, Indiana
The Beginning

SAMHSA grant and Systems of Care

Initial community wide trainings with Maine Thrive

Shared understanding of Trauma-Informed

Trauma-Informed 101

• Good Customer Service
• Assume everyone has trauma history
• Everyone must be committed to trauma-informed
• Agencies and organizations have often times “re-traumatized” their customers
Trauma-Informed Domains

1) Safety – Ensuring Physical and Emotional Safety
2) Youth and Family Empowerment, Choice and Collaboration
3) Trauma Competence
4) Trustworthiness
5) Commitment to Trauma-informed Philosophy
6) Language Access and Cultural Competency

Indiana Child Welfare’s Commitment
Southeastern Indiana’s Region 15 Child Welfare is a strong partner within One Community One Family

Attended initial trauma-informed planning meeting facilitated by Arabella Perez, Maine Thrive

Why should child welfare be trauma-informed?
• Better service provision
• Better outcomes

Why a change process instead a basic policy change?
• Top down approach does not create buy-in and sustained change
• Pilot in one area to achieve success and then build upon and expand
A Change Process

Broad system change that lasts

• Sense of urgency

• Achieve buy-in from all levels

• Involve a wide variety of individuals

• A “bottom-up” approach

• Action Planning

Niatx Process Improvement Model

• Understand and involve the consumer

• Fix key problems that keep the CEO awake at night

• Pick a powerful change leader

• Get ideas from outside the organization

• Walk-through

• Use data

• Plan-Do-Study-Act
Ripley County’s Trauma-Informed Change
A Time Line

Child Welfare Regional Manager advocates for approval to
begin process

Ripley County is chosen as a pilot site

Marketing trauma-informed in a rural community

Broad-based community training regarding Trauma-informed

Gathered data

Selected initial Ripley County Change Team

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Ripley County Time Line

Retreat with Brie Masseli from Maine Thrive

Began regular change team meetings

Reviewed data, Initiate changes, More data

Data showed better collaborative relationships and a
reduction in out-of-home placements

Change team continues to meet
What’s happening now?

Trauma-Informed System Transformation efforts within other agencies and systems
• YES Home
• Schools

Tristate Trauma Network

Building Trauma Informed Networks in Virginia

• Pam Fisher, Child and Family Program Specialist, Office of Child and Family Services, Virginia Department of Behavioral Health and Developmental Services
• Nancy Fowler, Office of Family Violence, Virginia Department of Social Services
• Jo Ann Burkholder, Director, Office of Student Services, Virginia Department of Education
• Allison Sampson Jackson, Ph.D., L.C.S.W., L.I.C.S.W., C.S.O.P.T., CEO, Integration Solutions, Inc.
Defining Trauma:

*Individual trauma results from an event, series of events, or set of circumstances that is experienced by an individual as physically or emotionally harmful or life threatening and that has lasting adverse effects on the individual's functioning and mental, physical, social, emotional, or spiritual well-being.*

- SAMHSA definition 2014
- SAMHSA definitions

Definition of Trauma-Informed Child- and Family-Service System

A trauma-informed child- and family-service system is one in which all parties involved recognize and respond to the impact of traumatic stress on those who have contact with the system including children, caregivers, and service providers. Programs and agencies within such a system infuse and sustain trauma awareness, knowledge, and skills into their organizational cultures, practices, and policies. They act in collaboration with all those who are involved with the child, using the best available science, to facilitate and support the recovery and resiliency of the child and family

Definition of Trauma-Informed Child- and Family-Service System, Continued

A service system with a trauma-informed perspective is one in which programs, agencies, and service providers:
1. routinely screen for trauma exposure and related symptoms;
2. use culturally appropriate evidence-based assessment and treatment for traumatic stress and associated mental health symptoms;
3. make resources available to children, families, and providers on trauma exposure, its impact, and treatment;
4. engage in efforts to strengthen the resilience and protective factors of children and families impacted by and vulnerable to trauma;
5. address parent and caregiver trauma and its impact on the family system;
6. emphasize continuity of care and collaboration across child-service systems; and
7. maintain an environment of care for staff that addresses, minimizes, and treats secondary traumatic stress, and that increases staff resilience.

Domain 6 – TICN Development
Trauma Informed Community Networks

Recognizing that the children and families we serve may be part of a larger service system, community collaboration is a key element of being a trauma informed organization. Important linkages may include:

- housing
- corrections
- courts
- primary health
- emergency care
- social services
- education
- mental health treatment services
- use programs

The Trauma Informed Community Network invites trauma informed system stakeholders to meet and shape the continuum of trauma informed care services within a community.
Greater Richmond
Trauma Informed Community Network (TICN)

Question becomes where do I turn in my community for resources? Education? Consultation?

The Greater Richmond Trauma Informed Community Network (TICN) is a diverse group of professionals in the Greater Richmond metropolitan area dedicated to supporting all child welfare stakeholders in utilizing strengths based trauma informed practices in their work with children and families. The TICN supports and facilitates a positive environment for change in children’s and caregiver’s lives using trauma informed practices to guide the way.

Committee Development

- Service gap surveys
- Provider service books with TIC services listed
- Higher Education Development/Certification
- Outcomes Groups
- Provider Certification Committees
- Communication Groups
- Screening and Assessment Best Practice
- Development of Case Planning Integration processes for Child Welfare Workers and Juvenile Justice Workers
- Education and Training Resources (including people)
Community Education and Collaboration

- Department of Criminal Justice
- Department of Education
- Juvenile Domestic Relation Courts
- Child Advocacy Agencies
- Local Schools
- School Admin.
- Judge’s Conferences

- Court Service Units
- Truancy Officers
- Department of Social Services (child and family)
- Law Schools and Clinics
- Department of Mental Health
- Learning Collaborative

- Adoption Advocacy Agencies
- Parent/caregiver groups
- Consumer Conferences

Accomplishments

**TSRT (Trauma System Readiness Tool)** – The TICN received permission from Chadwick Center staff who developed the TSRT through their Chadwick Trauma Informed Systems Project (CTISP) sponsored by the National Child Traumatic Stress Network (NCTSN). TICN members supported TSRT Surveys being completed for Chesterfield/Colonial Heights Department of Social Services and Henrico County Department of Social Services. Results of these surveys were analyzed, summarized then shared with leaders from both Departments of Social Services. Lutheran Family Services of VA also implemented the TSRT.

**Focus Groups** – TICN members facilitated Focus Groups for CW Supervisors and Mental Health Professionals for both Chesterfield/Colonial Heights DSS and Henrico County DSS. Focus Group questions were based on CTISP/NCTSN format. Feedback from focus groups was shared with DSS leaders.

**Yammer site** – TICN members developed a site on Yammer where they shared a variety of information pertaining to Trauma Informed Care. Members are able to post research, articles, training information and can communicate with each other on this site.
Accomplishments

**DBHDS Sponsored Training** – DBHDS provided Systems of Care funding for the North Carolina Center for Child and Family Health to facilitate the National Child Traumatic Stress Network (NCTSN) Child Welfare Trauma Toolkit (CWTT) Training for Chesterfield/Colonial Heights and Henrico County Child Welfare workers. The North Carolina Center for Child and Family Health is a NCTSN learning collaborative and information on their work can be found at [http://www.ccfhnc.org/](http://www.ccfhnc.org/)
The North Carolina Center also provided consultation calls on the NCTSN Child Welfare Trauma Toolkit and facilitated a retreat for senior leadership from Chesterfield and Henrico DSS in March 2014.

**Georgetown University/JBS Video Project** – TICN members participated in two rounds of the Georgetown University/JBS Video Project which included over 200 interviews from across the US. There is additional information on the project website entitled Trauma Informed Care: Perspectives and Resources at [http://qucchdtacenter.georgetown.edu/TraumaInformedCare/](http://qucchdtacenter.georgetown.edu/TraumaInformedCare/)

**Child and Adolescent Needs and Strengths (CANS) Questionnaire** – TICN members were given the opportunity by VDSS CANS Workgroup to review the Trauma Module for the CANS and provide feedback and recommendations.

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2014

**TRAUMA & YOUTH: UNDERSTANDING THE IMPACT OF TRAUMA AND SHARED LEARNING COLLABORATIVE**

Sponsored by the Virginia Department of Criminal Justice Services
In partnership with:
The Virginia Departments of Behavioral and Developmental Services, Education, Juvenile Justice, and Social Services

In partnership with all of these Virginia Partners,
Dr. Allison Sampson-Jackson (Integration Solutions, Inc.) and Virginia’s DCJS trained 1600 stakeholders in trauma informed practices over a period of 4 months!

[http://traumaholisticcare.com](http://traumaholisticcare.com)
Sponsored Trauma Focused Cognitive Behavioral Therapy for 164 mental health clinicians across the state
Sponsored NCTSN Child Welfare Trauma Training Toolkit training for social services staff in two Richmond area counties
Held Trauma Summit to expose other children’s services stakeholders in the Richmond area to trauma informed care

Established a state agency task force to develop a strategic plan for developing trauma informed community networks across the state
Collaboration with the Greater Richmond Area Trauma Informed Community Network to replicate their work statewide
Trauma Informed Care Initiatives: Vision 21

- Department of Justice initiative
- Demonstration project to bring together systems to establish coordinated approach to serving children/youth impacted by violence and trauma
- Partner Agency Team (PAT)
  - Social Services (lead)
  - Juvenile Justice
  - Behavioral Health and Developmental Services
  - Criminal Justice Services
  - Education
  - Health
  - Attorney General
  - Criminal Injuries Compensation Fund
  - Others

Began 15 month planning period Jan 2015.
Outcomes for this period:
- Gap analysis/needs assessment
- Stakeholder survey
- Regional cross-systems mapping
- Data collection and analysis
- Review of policies, screening tools and curricula

**Goal: to ensure that every child entering any of the relevant systems is assessed and provided comprehensive and coordinated services.**
Trauma Informed Care Initiatives

- **Virginia Tiered Systems of Support (VTSS)**
  - Increase academic achievement and post-secondary school and/or career readiness
  - Decrease school discipline, violence, and criminal justice involvement (cradle to prison pipeline)
  - Increase student engagement and connectedness to school (attendance) and to mental health and substance abuse services and other health supports

- **“Now Is the Time” Project Aware** from the United States Department of Health and Human Services – Substance Abuse Mental health Service Agency (SAMHSA)

- **School Climate Transformation (SCT)** from the United States Department of Education – Office of Elementary and Secondary Education and Office of Safe and Health Students
Bringing it all together!

- Project Directors for each federal grant meeting regularly to ensure coordination of overlapping grant activities
- First meeting of the Virginia Trauma Informed Network Task Force held December 2014; next meeting in February
- SOAR Planning Tool
Third Webinar in our "Promoting a Trauma-Informed Approach in Both Policy and Practice." Series

- **February 19, 2015, 1:00-2:30 PM E.T.**
  Building Capacity for Trauma Informed Provider Organizations: Community-Based and Residential
- Presenters: Teams from South Carolina and Mississippi
  - All personnel need to be trauma-informed, not just the clinicians.
  - South Carolina - statewide efforts to train everyone in regional cross-system events
  - Mississippi - statewide training efforts to change policies and practices and outcomes in both community-based and residential settings
- **Open Discussion at end of Series: February 26, 1 – 2 PM ET**

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Web Link for “Trauma Informed Care: Perspectives and Resources”

http://gucchdtacenter.georgetown.edu/TraumainformedCare/

Data Matters

http://www.gucchdgeorgetown.net/data/
Evaluation Form

https://www.surveymonkey.com/s/TACenterWebinarEvaluation

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